

CARES/ACCESS Updates for March 26th, 2016 DHS Income Maintenance Programs (Medicaid/BadgerCare Plus/FoodShare/Caretaker Supplement)

*****This months' moves include primarily maintenance (i.e.: CWW fixes)*****

ACCESS

- The FPL limits on the ACCESS Summary PDF have now been updated to match the new 2016 FPL limits.
- Help text has been updated in ACCESS for the "Acting as a Parent" Section.
- When an individual answered the Impairment Related Work Expenses (IRWE) question on the Disability page in ACCESS the response was not showing on the PDF. This has been fixed.
- The Spanish versions of reason codes 077 (lack of review) and 728 (no new application required if all verifications submitted) were updated in ACCESS.
- ACCESS AAP was allowing an individual to submit an Add a Program request for a program that was closed after AA but before end of that same month even though the program is technically still open. This has been fixed.
- The ACP Process was not creating MCI IDs for some individuals. This has been fixed so that an MCI ID will be created.
- Several enhancements were made to the RTE automated process to process RTE cases which should result in more complete RTE determinations.
- In some situations, the Good Cause Notice section was not displaying on the Final Application submission page. This has been fixed.

CARES

- Changes are being made so that if CWW is unexpectedly unavailable, a message will display when the worker logs in to notify them the system is unavailable and an estimated time of availability. The calendar has also been updated to include exceptions to the normal monthly hours of availability.

CARES Worker Web SYSTEMS 3.5 02/15/2016

System Offline

The CWW System is Offline currently. Please check back later.

For full CARES system availability information, please see the [CARES Availability Calendar](#).

The System is normally available during the following times.
You may see this page during scheduled uptime because the system has been brought down due to required maintenance.

DAY	START TIME	STOP TIME
MON	06:30 AM	09:00 PM
TUE	06:30 AM	09:00 PM
WED	06:30 AM	11:00 PM
THU	06:30 AM	09:00 PM
FRI	06:30 AM	09:00 PM
SAT	06:30 AM	09:00 PM

The following Dates and Times are exceptions to the above schedule for the System.

DATE	START TIME	STOP TIME
02/15/2016	04:00 PM	05:00 PM
	05:11 PM	05:12 PM
	05:30 PM	11:45 PM

- For some ACP applications that were transferred, the Work items remained in the transfer coordinators inbox. The original issue causing this has been fixed; a clean-up has been done to remove these work items from the transfer coordinators' in box. This also resolves the issue of the 411 alert (Process Access Application) being created daily for these applications.
- In CWW, when processing an ACCESS AFB/AAP application, the "Begin Month" on all program request pages except for the Child Care Request page displayed conflicts. Workers will now notice a conflict panel on the Child Care Request page with this fix.
- The RTE process was sending workers to the Benefits Received page instead of Initiate Eligibility when all pages were completed, this has been fixed.
- Workers will no longer get a system error when clicking on the magnifying glass to get the Immigrant/Refugee page from the Individual Demographic Summary page.

```
Exception Text: java.lang.NullPointerException
Package/Class Name: gov.wisconsin.framework.presentation.customTags.FwListViewTag
Method Name: buildHTML
Primary Keys: | Case
Calling Class: gov.wisconsin.framework.presentation.customTags.FwListViewTag
Calling Method: buildHTML
Message Code:
Message:
System Time: 2016-03-21 14:16:23.01
IP Address: 159.158.101.75, 10.69.6.15
Server Name: aplmad0p0249/10.68.131.149
Page ID: AEISM
Previous Page ID: AECSM
```

- Operations memo 14-52 announced changes to streamline managed long term care enrollment by removing that enrollment from CWW. The PDF has been updated to remove references to the long term care programs Family Care, PACE, and Partnership. In the "Other Health Care Programs Information" section, as follows:
 - Removed the column with the heading "Is Eligible for or Requesting Family Care?"
 - Updated the column label, "Is Requesting Pace or Partnership or Community Waivers?" to read, "Is Requesting Community Waivers?"

- A new link for Control D will be added to the Gateway Page 4/9/2016. EOS should still be used as the primary source for Mainframe reports until the end of June.
- The Absent Parent page was not allowing special characters (i.e.: ') in names, this has been fixed.
- When a case is pended for an interview for FS and CC interview the text on the checklist was different (one in upper case, and the other in and lower case). Changes have been made to make them consistent.
- The Unearned Income calculation on the Unearned Income page was converting income for semi-monthly incorrectly, this has been fixed. CARES will no longer convert semi-monthly income (CWW PH chapter 16.3.1),
- Workers could not update/delete an expected change if a case was pending closed, but not closed yet. It has been fixed so that expected changes can be updated/deleted until the end of closure month
- The ACCESS to Employer Medical page was looping when a worker attempted to add to the dynalist with '1 - Self' selected for 'Relationship to Policy Holder' while 'OTHER' is selected for 'Policy Holder' to match the edit that exists in ACCESS. New validation message is "GL343: When 'OTHER' is selected for 'Policy Holder', '1 - SELF' is not a valid selection for 'Relationship to Policy Holder'."
- Workers (and their supervisors) assigned to Confidential cases were not allowed to query Data Exchanges (SOLQI, UIB, Prisoner, IPV and BENDEX). Changes have been made so that assigned workers and their supervisors can query Data Exchanges on confidential cases.

Data Exchange Query

The following events have occurred:

GL088: You do not have access to this confidential case. Reset

Identification Numbers

☐ PIN:

☒ SSN:

What would you like to do?

☐ UIB Search

☒ SOLQI Search

☐ View BENDEX, SDX, WTPY, STATE SSI Information

☐ View Prisoner Details

☐ eDRS IPV Sanction Search

Go

- Alert 524: W2 Temp absence review case will be created for IM and CC workers when a FEP worker enters a Temporary Absence for an individual on a case where FoodShare, Health Care and/or Child Care are open and ongoing. The case will need to be reviewed, updated and have eligibility re-run for the correct changes to eligibility to be applied. A message will be sent to CARES and Policy Coordinators.

FoodShare

- The new FoodShare On-Demand Case Management Tool will track applications and renewals for the FoodShare on-demand interview waiver. This tool will allow all workers and supervisors to monitor timely contact for FoodShare on-demand interviews by tracking the business days remaining to contact a FoodShare applicant or member. See Operations Memo 16-05.
- Some FS priority AAP created through the RTE process were showing as not priority on the work item and the Application Summary, but did show priority on the Priority Service page and CWW. Fixes have been made so that the work item and summary will show priority status correctly.
- Some expedited FS cases could not be confirmed when FS was passing for month 1 with a 154 reason code and pending for interview only for the next month. The box was grayed out and not updatable. This has been fixed.

FSET/ABAWD related

- Client Scheduling for FSET appointments did not display on calendar when 40-45 appointments were scheduled, workers had to use the search function to see the appointments. Client Scheduling has been updated to display the FSET Pin based appointment when 40-45 are scheduled. FSET Pin Based Group appointments are now fixed to show up the same as other PIN Group based appointments.
- Cases were reported to the CARES Call Center where the case was looping on the Exemption Page. This was caused by deleting individuals who were potentially exempt, this has been fixed.
- FS members did not have an ABAWD Determination done if the new FS Request was done with a renewal for another program (see Coordinators message dated 8/27/2015). CARES has been fixed so that if a renewal is done for any program other than FS and FS is requested by updating the FS Request page, CARES will recognize this an application and apply ABAWD rules. Workers need to run renewals for cases that haven't transitioned correctly prior to the CARES fix.
- Incorrect ABAWD status SC (school) was applied for some 18 year olds who had graduated and weren't enrolled in school. This has been fixed. Workers will need to re-run cases that are currently impacted by this incorrect determination to get the correct ABAWD status.

Health Care

- Claimed fathers (CFR on the HH relationships page) whose paternity has not been established were determined eligible for MAGA incorrectly. CARES has been updated to determine MAGS for a claimed father.
- In some situations, workers could not enter the Youth Exiting Out of Home Care page and would receive an edit "GL184:Please select an individual of age between 18 and 26 years old from the effective begin month if the individual" when the child was between 18 and 26 when exiting out of home care. This has been fixed.

- A worker will no longer be required to enter School Enrollment details for FPOS cases in the age range of 18-20. The ACP process was stopping and requiring worker interaction and this will no longer be the case.
- In some extension cases, workers would get a system error when running eligibility:
PGM: EDBC PARAGRAPH: 84070-FETCH-AG-IN-ELIG ERROR. CARES has been fixed to recognize children who are already in an extension and not create a new one, which caused this system error.
- Previously, BC + extensions weren't being created on cases that included disabled individuals on MAGM. This has been fixed.
- The Case Summary PDF in CWW has been updated to remove references to the long term care programs Family Care, PACE, and Partnership. Workers will see the changes in the Other Health Care Programs Information section on the PDF, as follows:
 - The column with the heading "Is Eligible for or Requesting Family Care?" has been removed,
 - The column labeled "Is Requesting Pace or Partnership or Community Waivers?" has been updated to read, "Is Requesting Community Waivers?"
- Some pins created through the RTE Eligibility process were created without an MCI ID. This has been fixed. If workers find individuals without an MCI ID, send these in to the CARES Call Center for a fix via the usual process, there will not be an automatic fix to those already created. As a reminder, if there is no MCI ID, no Health Care eligibility will be sent to iC, and if it's the Primary Person, nothing will be sent for the entire case.

IMAC IT Wish List

- An option to search by team was added to both the Caseload Management and Document Management search pages. This new team section allows a user to search by and save team search criteria. Queries were also added to display results of all active members of the selected team which meets all other search criteria selected by the user. Two new validations were added to be sure a team area is selected and a specific team is selected when searching by team.
 - WT166: Please select a specific team from the Team dropdown when searching by team.
 - WT167: Please select a specific 'W-2 Geographical Area' from the dropdown when searching by 'W-2 Geographical Area' team.

Caseload Management Search

Caseload Management Search Criteria

Caseload Search [Reset]

[Restore to Default Search Criteria] [Save Search Criteria]

Caseload Search Criteria

☒ County / Tribe: 40 - MILWAUKEE COUNTY

☐ Eligibility Office:

☐ IM Consortium:

☐ W-2 Geographical Area:

☐ Team:

☐ County / Tribe:

☐ IM Consortium:

☐ W-2 Geographical Area:

Additional Search Criteria

Document Management Search

Document Management - Search Criteria Reset

Document Search

Document Assignment Search Criteria Restore to Default Search Criteria Save Search Criteria

☒ All Workers, Groups and Teams

☐ Worker ID(s):

☐ Group(s):

☐ ACCESS (5020) ☐ ALICIAS TEST GROUP (5075) ^
☐ FAX UPLOAD OR SELFSCAN UNIT (5020) ☐ FPW UNIT (5020) v

☒ Team:

☐ County / Tribe: v

☐ IM Consortium: v

☐ W-2 Geographical Area: v

Document Search Criteria

Received Date: ☒ Any Date v

☐ Before / / v

☐ Between / / and / / v

* Channel: ☒ Scan Station ☒ Fax ☒ ACCESS

* Status: ☒ Received ☒ Waiting

* Document Type:

☒ (SELECT ALL)
☒ ADDD - AUTHORIZATION TO DISCLOSE INFORMATION ^
☒ ADDMD - ADDITIONAL MEDICAL DOCUMENTS FOR DDB
☒ ANNC - ANNUITY CONTRACTS
☒ APNCH - APPLICATION NOTICE FOR CHILDREN v